

National Provider Identifier (NPI) Web Registration Quick Tips

Updated as of September 12, 2007

Topic	Answer
General Information	
1. How many registration accounts do I need to set up?	You need only one account no matter how many NPIs you are registering.
2. The website address is not working.	Make sure you type "https://npi.dhw.idaho.gov" in your browser address line. If you type the address in your search address window it will not find the website. Do not enter "www" at the beginning of the website address.
3. Do I need to register an NPI for my Healthy Connections number?	No. The Healthy Connections number is a referral number. You don't need an NPI for your Healthy Connections number.
Tax ID Information	
1. Does Idaho Medicaid use my NPI tax ID for tax reporting?	No. The tax ID number you reported during the NPI registration process might be different from the tax ID number you have on file with Idaho Medicaid. The tax ID number on file with Idaho Medicaid is the one used for tax reporting on your 1099. If you need to update the tax ID number on file with Idaho Medicaid, please contact EDS Provider Services at: (800) 685-3757 ask for Provider Enrollment.
Most Common Error Messages	
1. Invalid User ID and Password - Access Denied.	This means the User ID/password combination you entered doesn't match any account on file. Remember the User ID and password are case sensitive. If you are unable to log in to your account, please contact EDS Provider Services at: (800) 685-3757 ask for Provider Enrollment.

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<p>2. User ID is not unique. Please enter a different User ID.</p>	<p>Generally this means you already set up an account. Go to the Login page and enter the User ID and Password.</p> <p>If you don't already have an account, this error means you chose a User ID that is already being used by someone else. Please choose a different User ID and continue completing the Create NPI Registration Account page.</p>
<p>3. Confirmation number entered does not match confirmation number assigned to this Medicaid provider number.</p>	<p>Use the 6-digit confirmation number associated to this Idaho Medicaid provider number. You can find the confirmation number/Medicaid provider number combination on the NPI registration letter that was mailed to your "Pay-To" address from Idaho Medicaid. If you lost your registration letter, please contact EDS Provider Services at (800) 685-3757 ask for Provider Enrollment.</p>
<p>4. Medicaid provider number already associated to this NPI.</p>	<p>This means the Idaho Medicaid provider number you are working with is already linked to this NPI.</p>
<p>5. NPI is already associated with an existing account.</p>	<p>Most of the time this means you have more than one registration account and you entered this NPI in a different account. We strongly recommend you use one account to register all of your NPIs. The easiest way to deal with this issue is to log into the account that contains the NPI and complete the linking in that account. If you are unable to find the account the NPI is in, please contact EDS Provider Services at: (800) 685-3757 ask for Provider Enrollment.</p>

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<p>6. Medicaid provider number already associated with a different account. An Idaho Medicaid provider number may only be linked to one account.</p>	<p>Most of the time this means you have more than one registration account and you already entered this Idaho Medicaid provider number in a different account. We strongly recommend you use one account to register and link all of your NPIs. To deal with this issue follow the steps below:</p> <ol style="list-style-type: none"> 1. Click the NPI Update Account link on the left side of the page. 2. Click on Option 2, Update NPI. 3. Click on the NPI you need to work with. The Update NPI page will be displayed. 4. Click the Yes radio button at the top of the page under the NPI number. 5. Click the Update NPI button at the bottom of the screen. You will receive a message telling you if this was successful. 6. Return to the Login page and enter the User ID and Password for the registration account that contains the Medicaid provider number you want to work with. 7. Add the NPI to this account and finish the linking process. <p>If you are unsure, please contact EDS Provider Services at: (800) 685-3757 ask for Provider Enrollment.</p>